



**COUNTY OF LOS ANGELES
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September 11, 2008

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe 
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – UNITED CARE,
INCORPORATED – HOUSE ONE, HOUSE TWO AND HOUSE THREE
GROUP HOMES**

We have completed a review of House One, House Two and House Three Group Homes (Group Home or Agency) operated by United Care, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

The three Group Homes are each six-bed facilities, which provide care for girls ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, House One Group Home was providing services for four DCFS children, House Two Group Home was providing services for five DCFS children, and House Three Group Home was providing services for six DCFS children.

All Three Group Homes are located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews

with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement except for a few deficient areas such as the need for House One Group Home to repair the block wall in the back yard and properly landscape the back yard. House Two Group Home needs to repair the exterior trim, the overhang of the roof, the front fascia board, and the bathroom mirror. House Three Group Home needs to clean the exterior of the house.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:MMO:DC:CC:jdh

Attachments

- c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Mitchell Preston, Board President, United Care, Inc.
Craig and Pamela Woods, Executive Directors, United Care, Inc.
Public Information Office
Audit Committee

**United Care, Incorporated
House One Group Home
Los Angeles, California 90062
License Number: 191801269
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

House One Group Home is located in a residential community. The exterior of the Group Home is adequately maintained. The front and back yards are clean. However, the back yard grass is sparse. In addition, the block wall in the back yard is broken and appears to be unstable.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

1. United Care management:

- a. Provide appropriate landscape in the back yard.**
- b. Repair the block wall.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Interviews with children**

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**United Care, Incorporated
House Two Group Home
Los Angeles, California 90062
License Number: 191801719
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

House Two Group Home is located in a residential community. The exterior of the Group Home is adequately maintained. However, the east trim, the roof on the overhang and the front fascia board are damaged. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is adequately maintained. There is adequate furniture and lighting in the Group Home. The common quarters are neat. The Group Home provides a home-like environment. However, the mirror in the bathroom vanity area is stained and discolored.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. United Care management:

- a. Repair and paint the house trim.**
- b. Repair the roof on the overhang.**
- c. Repair the front fascia board.**
- d. Repair or replace the bathroom mirror.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**United Care, Incorporated
House Three Group Home
Los Angeles, California 90018
License Number: 191820007
Rate Classification Level: 8**

I. Facility and Environment

Method of assessment – Observation

Comments:

House Three Group Home is located in a residential community. The front and back yards are clean and adequately landscaped. The exterior of the group home is adequately maintained. However, the exterior of the house is dirty.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

- 1. United Care management clean the exterior of the house.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

CORRECTION ACTION PLAN (CAP)

February 15, 2008

Re: December 4, 2007 Auditor-Controller Audit

1. Facility and Environment

House One Group Home: License #191801269
1762 W. 42nd Street, Los Angeles, Ca. 90062
Level 12

Recommendation

a. Provide appropriate landscape in the backyard

Corrective Action Plan(CAP)

The recommendation has been implemented. United Care has a gardener that cuts the grass and shrubbery every week.

The gardener has planted grass seed and covered the seeds with fertilizer over the sections of the grass that were bare due to the removal of the brick wall in the backyard. Staff has been instructed to water the lawn everyday to ensure the healthy growth of the grass.

To ensure that the landscaping remains desirable, the gardener has been instructed to maintain the landscaping to the approved standard. The Child Care Worker Supervisor will monitor the maintenance of the yard and report any concerns to the Administrator.

b. Repair the block wall

Corrective Action Plan(CAP)

The recommendation has been implemented. United Care's facility repairman removed the brick wall in the backyard separating the backyard from the driveway therefore enlarging the backyard and creating a visible view of the facility van. New grass was planted to blend in the vacant spot where the wall was and the remaining yard.

1. Facility and Environment

House Two Group home. License #191601719
1537 W. 49th Street, Los Angeles, Ca 90062
Level 12

Recommendation

a. Repair and paint the house trim

Corrective Action plan (CAP)

The recommendation has been implemented. United Care's Facility repairman painted the damaged trim that was replaced by the roofing company. The old roof was removed and replaced with a new 30lb shingle composition roof.

To ensure the maintenance of the outside of the house the Child Care Worker Supervisor will monitor the outside maintenance of the home and report all concerns to the Administrator for repair.

b. Repair the roof on the overhang

Corrective Action Plan (CAP)

The recommendation has been implemented. The old roof was removed, not only covering the overhang but over the entire house, and a new 30lb shingle composition roof was replaced by Larry's Roofing Company. There is a 30 year warranty on the roof.

To ensure the maintenance of the roof a yearly inspection by the company will be performed. Any damage to the roof by weather conditions will be covered under the warranty. The Child Care Worker Supervisor will monitor the condition of the roof and report all concerns to the Administrator for repair.

c. Repair the front fascia board on roof

Corrective Action Plan (CAP)

The recommendation has been implemented. When the old roof was replaced a new fascia board was installed by the roofing company.

The Child Care Worker Supervisor will monitor the condition of the exterior of the facility and report all concerns to the Administrator.


d. Repair the bathroom mirror

Corrective Action Plan (CAP)

The recommendation has been met. United Care framed the large bathroom mirror on the wall with decorative contact paper to cover up the dark edges around the mirror for an attractive appearance.

To ensure the appearance of the mirror the Child Care Worker Supervisor will monitor the condition of the mirror and report any concerns to the Administrator for repair.

Respectfully submitted,



Pamela Norris-Woods, MSC
Administrator

1. Facility and Environment:

House Three Group Home. License #191820007
3607 2nd Avenue, Los Angeles, Ca 90016
Level 12

Recommendation:

- a. Clean the exterior of the house

Corrective action Plan(CAP)

The recommendation has been implemented. The exterior of the house has been cleaned.

The Group Home Administrator, Pamela Norris-Woods is responsible for implementing the Corrective Action Plan. Child Care Worker Supervisor, Barbara Waters, will monitor the current repairs/corrections during her monthly facility inspection to ensure that the corrective action remains implemented. She will report to the Administrator any concerns regarding maintenance and repairs of the group Homes.

Pamela Norris-Woods, MSc
Administrator